

Jermeljervonta Anderson, MBA, NCPM

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Honolulu, Hawaii

Objective: To utilize my labor relations and mediation experience to actively assist in resolving conflicts and disputes. I want to contribute to the economic and cultural vitality of the communities in which I will serve.

Education:

- Nationally Certified Professional in Mediation
- Hawaii Pacific University, Honolulu Hawaii
(Master's in Business Administration- Management) **Graduated July 2014**
- Central Washington University, Ellensburg Washington
(B.A.-Law and Justice, Minor-Business) **Graduated June 2011**

Areas of expertise

- Employee and Labor Relations
- Mediation and Managing Conflict.
- Conflict Resolution
- Settlement Agreements
- Interpersonal Skills (written and verbal)

Employee and Labor Relations Experience

Hawaii Government Employees Association (HGEA)

August 2015 - Present

Senior Union Agent

- Knowledge of Collective Bargaining Agreements, government operations, labor relations, HRS Chapter 89 and Civil Service Law Chapter 76.
- Advocate for HGEA members while understanding the complexities of departmental structure and processes.
- Assists and mediates labor disputes with employees and their employer.
- Provide conflict resolution for employees at their worksites, through working with supervisors and human resources.
- Successfully initiated and executed settlement agreements to resolve disputes and conflict.
- Extensive knowledge of grievance procedure and contract enforcement.
- Knowledge of negotiation and legal arbitration processes.
- Analyze pertinent information to provide oral and written summaries of investigations and grievance cases.
- Work with supervisor(s) and Human Resources to understand department functions and provide alternatives to increase efficiency and keep morale high for the employees.
- Review, analyze, and give feedback on government department policies and procedures.
- Served as a liaison between employees and the employer to help resolve departmental disputes.
- Conducts trainings and presentations on Collective Bargaining and labor relations for HGEA membership.

ProService Hawaii

Payroll Services Coordinator/ HR

January 2015 – August 2015

- Audited payrolls for accuracy, compliance with applicable State and Federal regulations
- Served as the neutral third party for employee disputes. Facilitated communication with employees in issues of personality clashes, bullying and harassment and cultural misunderstandings in the workplace, etc.
- Conducted trainings to assist with team building, building relationships and communication breakdowns.
- Ensured exceptional service to clients, as well as developing strong client relationships.
- Assisted in implementing employee orientation programs.
- Assisted in conducting training on personnel operations and internal processes.

Community Involvement and Leadership Experience

Elected Member of the Neighborhood Board Commission (District 09)

June 2015 - May 2017

Office of Senator Will Espero (Intern, Hawaii State Capitol)

January 2014- May 2014

- Intern as an administrative aid during the legislative session.
- Communicated with other Senators and House Representatives while attending hearings and providing testimony in support and non-support of legislation.
- Assisted in writing and revising legislative bills.
- Communicate clearly and effectively with constituents. Inform constituents about the content of legislative bills and the legislative process.

MBA Club President (Hawaii Pacific University)

2013-2014

- Assumed a leadership role in directing, planning, and implementing objectives of activities of the student organization.
- Facilitated small group discussions between the College of Business and the MBA students in helping to resolve student issues.
- Directed and coordinated activities to help business students' network and gain valuable business knowledge.
- Acted as a liaison to help build relationships between the Hawaii business community and MBA students.